

## **Innovation Bay Participant and Topic List**

### **NCBC 2009-St. Petersburg, FL**

#### **HRMIS – ePerformance, Leave Tracking, Remote Data Entry, eService, eOPF & EOD**

AO-BTOD, Brenda Chen

HRMIS has brought some automation of HR transactions to the courts and allows employees to manage their own data. This exhibit will be conducting demonstrations of the HRMIS functionality (current & upcoming).

#### **AO/Court Exchange Program**

AO-BCAD, Donna Williams, Christine Castelloe

The Director of the Administrative Office has launched a series of new programs to increase the opportunities for court and AO staff to learn from each other and share expertise to improve the operations of the Judiciary. The Director's Leadership Program, Temporary Duty Assignments, AO Orientation, and Knowledge Exchange are the four key elements in this initiative. Join Donna Williams (District of Alaska) and Christine Castelloe (Eastern District of North Carolina) as they share their experience on temporary duty at the Administrative Office working on the Next Generation CM/ECF Project.

#### **Bankruptcy Best Practices**

AO-BCAD, Karl Gerdes, Eva Roebel, Linda Ball

When you are performing your regular clerk's office duties, have you ever thought, "There's got to be a better way to do this"? The Bankruptcy Methods Analysis Program Working Group was created to look for these "better ways" and let courts know about them. More than two hundred "best practices" have been posted on J-Net by this working group - people just like you! Please come and share your good ideas with us at Innovation Bay!

#### **Automated Bounced E-Mail Processing**

California Northern, Carron Sandifor, Justin Howell

With four divisions our Helpdesk spends considerable resources managing bounced e-mail notifications to users. Our process involves additional attempts to send the e-mail, followed by contacting the person or firm tied to the related case(s) and eventually disabling the addressee's CM/ECF login. We have developed software to help automate more than 50% of this process and streamline the rest.

#### **Balanced Scorecard**

Illinois Northern, Adrienne Atkins

The Balanced Scorecard is a Strategic Management system developed by Robert S. Kaplan and David P. Norton that allows us to align our strategic initiatives with the mission and vision. Further, it allows the court to manage and evaluate business strategy by collecting, displaying and analyzing process data. This allows the court to monitor operation efficiency, track improvements, build organization capacity, and communicate progress to all employees.

## My Training Plan

California Southern, Kathy Noel

Each employee has his or her own personal training and development needs. You may be a new employee, new to your job, your job may be changing, you're volunteering as a backup, you're curious about other jobs in the court or you're working on career development. No matter your situation, this website will help you to build a customized training and/or career development plan to fit your own unique situation.

As you progress through the website, you will learn about job duties, research learning activities and write your plan. This site will work as a partner site to the Staff Training Program to help you build a customized training and/or career development plan to fit your own unique situation.

## Staff Training Program

California Southern, Monette Warren

The Staff Training Program is designed to provide a full range of in-depth training of court job functions and growth opportunities for all court staff. The training is divided by job position or team and then is split by topics into Lesson Plans. The full program consists of three phases that build upon each other. Phase 1 is self-paced, online general education available to all staff. Phase 2 adds classroom training to the program, allowing the trainee to practice what they're learning. Phase 3 matches the trainee with a job coach to apply the training to the real job.

The Staff Training Program meets training needs for a variety of situations for all court staff. This training program can be used for new employees, existing staff assigned to a new position or whose job is changing, staff volunteering for back-up duties, or for anyone who is just curious about other jobs in the court.

## Featured FJC Programs

Federal Judicial Center, Stephanie Briscoe, Frances Toler, Corrin Gee, Richard Marshall, Phil Hart, Carol Krafka, Andrea Henson, Marilyn Vernon, Joy Richardson

**iBOT: Interactive Bankruptcy Online Tutorial:** An FJC e-learning program for bankruptcy court staff to better understand the differences between Chapter 7, 9, 11, 12, 13, 15 and Adversarial filings. Certification is available upon completion of each Chapter.

**Is It Legal Advice?:** An FJC e-learning program for bankruptcy court staff on the knowledge and skills needed to answer questions on rules and procedures without offering inappropriate advice.

**Avoiding Ethical Pitfalls:** Familiarity with judiciary standards, forethought, and practice can help you develop the ability to quickly analyze situations that raise ethical concerns and respond appropriately. In this program, you will consider situations involving ethical issues, evaluate possible responses, and select the best available response.

**Professional Education Institute (PEI):** The Federal Judicial Center's Professional Education Institute (PEI) is a resource for court staff seeking to improve their leadership and management skills. PEI enhances staff development by identifying key leadership practices and providing curricula, including in-person, television, and web-based programs, to help staff learn and hone those practices.

**Judges' IT (JIT):** This site gives judges access to IT training materials and offers forums to discuss specific IT questions or problems. The training materials provide initial instruction through

demonstrations and guided practice simulations. The discussion forums allow judges to share their IT questions, solutions, and ideas with other judges.

**FJTN:** The Federal Judicial Television Network is a cooperative network that broadcasts educational and training programs from the Administrative Office of the U.S. Courts, the Federal Judicial Center, and the U.S. Sentencing Commission.

**Bankruptcy Court Usage Study:** The bankruptcy courtroom use study has been designed to collect comprehensive information about activity that occurs in, or is scheduled to occur in, bankruptcy courtrooms. The study will also collect information about judges' perspectives on the use and role of courtrooms, as well as the perspectives of bankruptcy lawyers, administrators, and trustees.

**Navigating the Code of Conduct for Judicial Employees:** Court staff encounters situations raising ethical issues everyday during the performance of their duties. The challenge is to recognize them and determine how to respond to them using the Code of Conduct. The program provides a review of the Code and the opportunity to discuss real life scenarios to which it applies.

**Foundations of Management:** National Independent Study Center's core program adapted for federal court personnel. Self-study program includes sessions on making the transition to supervisor, motivating employees, and managing employee performance.

**Select Performance Management Resources:** Performance management is the systematic process of planning work and setting employee expectations, continually monitoring employee performance, developing the capacity of employees to perform, periodically appraising employee performance, and rewarding good performance. The Federal Judicial Center has created a web site with select performance management resources for unit executives, managers, supervisors, and employees.

**In-District Programs:** FJC's catalog of programs delivered directly to court units with instructors, instructor and participant guides, and exercises.

**Federal Court Leadership Program (FCLP):** The Federal Court Leadership Program (FCLP) is a two-and-a-half year program open to managers and specialists in district, appellate, and bankruptcy clerks' offices and in circuit executive, staff attorney, circuit librarians and bankruptcy administrators' offices.

**Bankruptcy Timeline:** This unique bankruptcy time line maps the evolution of bankruptcy law since the inception in 1787 in the U.S. Constitution through 2006.

**Court to Court:** FJC Educational Magazine Program which connects you to what is happening in federal courts across the nation.

## **CourtTalk**

North Carolina Eastern, Jeffrey Elmore, Yvonne Cherokee

Pilot program developed by the United States Bankruptcy Court - Eastern District of North Carolina to provide access to court proceedings by providing audio files within the docket report.

## **National Registry of Barred Filers**

Tennessee Middle & Alabama Middle, Tracey Couling, Ernest Nath, Scooter LeMay

The NRBF (National Registry of Barred Filers) is a nationwide database of individuals and corporate entities barred by court order from filing bankruptcy. The NRBF will not address the legal questions and concerns that arise when an order barring an entity from filing is entered (i.e., the

jurisdictional breadth of such an order). It is merely an interactive database where information is stored and accessed.

## **Overview/Usage of RSS**

Wisconsin Western, Terry Payne

Several courts are adding RSS feeds to their intErnet web sites. Rumour has it that RSS feeds will be made available for court and non-court staff to use with the deployment of version 4.0 CM/ECF. Perhaps by spreading the word now and helping folks become comfortable with RSS it will benefit our end users when questions arise.

An example of RSS is illustrated here:

[http://www.wiwb.circ7.dcn/Bk\\_working/E-Learning/RSS/Rss.htm](http://www.wiwb.circ7.dcn/Bk_working/E-Learning/RSS/Rss.htm)

## **NCBC Impact**

NCBC Impact Staff, Laura Whitehead , Yvonne Cherokee, Alyson Johnson, Carol Thompson, Leslie Taylor

The NCBC Impact Editorial Committee will be available for comments and suggestions from the NCBC members. The newsletter is for the NCBC members and can be used as a way for letting their voices be heard. Stop by and meet us!!

## **Automation Trainers' Community of Practice (ATCoP) Website**

Trevor George

The Automation Trainer's Community of Practice (ATCoP) is a site created and supported by automation trainers within the US Courts with the support of the AO, FJC, and SDSD.

### **Vision:**

The site contributes to the overall mission of the Federal Judiciary by connecting automation trainers so they can collaborate and share their tacit knowledge. Automation Trainers design, develop and deliver technical knowledge and tools that enable an efficient and productive workforce who, in turn, provide justice to the citizens of this country.

### **Benefits:**

Prepares the judiciary as a knowledge management mechanism for succession and strategic planning purposes. Provides an essential forum of knowledge sharing and training development. Eliminates the costs of "reinventing the wheel" within the many court units across the nation....

## **Inventory/Property Management**

New York Northern District Court & Probation, Maurice Christopher

Web enabled Inventory database program that is linked to FAS4T and is being used by over 90 court units. [http://156.121.57.235/projects/inventory\\_test/](http://156.121.57.235/projects/inventory_test/)

## **Naturalization Ceremonies**

Missouri Eastern, Tina Schenck, Shelley Ahlers

Exciting new area of court proceedings for which the court provides full support, using BK court and chambers staff. Prompted by Administrative Office memo (dated 5/08) addressing authority of Bankruptcy Courts to expand into new area. Benefit: Increased workload for which the court receives staffing credit; increased employee satisfaction in participating in court proceedings where all attendees are pleased with the end result.

## **CHAP (Chambers Automation Program)**

Utah, Brenda Dowler, Jon Igo, Ian McMurray

Originally designed as a calendaring and matter tracking program for judges and their staff, CHAP (Chambers Automated Program) has evolved into an integrated solution for both chambers and courtroom operations. It provides chambers with complete management and control of their calendars and courtrooms.

Key features of CHAP include:

CM/ECF integration; robust note taking capabilities, flexible calendaring methods; paperless markup; mobile calendar; order signing and document management.

Stop by the CHAP table and experience it for yourself.

## **NCBC Circuit Liaison & Local Representative Positions**

NCBC, Ken Hirz,

The two newly created positions are referenced in Section 12 of the NCBC By-Laws. The Membership Committee, with NCBC Board approval, has launched these positions to assist in the membership drive to attract and retain membership and also to gather ideas and innovations in the courts through sharing of articles in the Impact newsletter. This was done in an effort to share information nationally and to increase membership involvement in the organization.

## **Chambers-Centered IT Training and Education Program**

FJC/AO/U.S. Courts, Jim Buchanan

A new training-for-trainers program series will be launched in FY10 for courts interested in planning, designing, developing, and delivering chambers-centered IT training and education programs to judges and chambers staff. This four day training on how to develop functions-centered as opposed to application-centered training will include sessions on assessment, curriculum development, technical writing, educational technology, communication and delivery skills, and performance consulting. Models of best practices from courts currently engaged in chambers centered IT education and training efforts will be reviewed and discussed. Action plans will be developed that describe local implementation efforts.

This program is sponsored by the Federal Judicial Center and the Administrative Office of the U.S. Courts in collaboration with the U.S. Courts.

## **Bankruptcy Education and Public Outreach Programs**

Arizona, Randy Merrill, Eunice Stroud

Our court has implemented various outreach initiatives to help educate the public on bankruptcy procedures and to empower staff to provide assistance to pro se litigants with the bankruptcy process. These programs include permanent and traveling self help centers, on-line chat, bilingual web pages and phone system, and bankruptcy education seminars presented in conjunction with the bankruptcy bar.

## **vCal Courtroom Management System**

Arizona, Karl Ozols, Lorraine Davis

vCal has helped over 26 courts save time and improve accuracy since 1991. vCal has continually added functionality based upon feedback from member courts with the intention of providing an integrated whole to the separate tasks faced by chambers and courtroom staff. vCal has achieved significant integration features and automation capabilities for Courtroom Deputies, Electronic Courtroom Recorder Operators, Law Clerks, Judges, Judicial Assistants as well as Electronic Public Access.

Ease of use, combined with Integration with CM/ECF, FTR Log Notes and Digital Audio, Lotus Notes, eOrders and PDA's/Blackberry's make vCal a well rounded tool for chambers and courtroom management staff.

## **Michigan State University Judicial Administration Program**

Dr. Maureen Conner, Dr. Sharon George

MSU JA Program Director, Dr. Maureen Conner and Student Services Director, Dr. Sharon George are ready to answer your questions about the Judicial Administration Program's non-credit and credit bearing Certificate Programs as well as the MSU JA Master's Degree. The NCBC is excited about providing this concrete professional educational experience for its members and Innovation Bay is a great place to hear all about the plans for the next five years of the program.